

To:
Nursing Home
Providers

Nursing home questions about the new Forward identification cards

Listed below are commonly asked questions by both fee-for-service and managed care providers about the new Forward cards. The questions were taken from recent training sessions.

Will nursing home recipients receive the new Forward ID cards?

Yes. Nursing home recipients, like all Medicaid recipients, will receive Forward identification cards.

Where will the Forward cards be sent for nursing home recipients?

Forward cards will be sent to the address Wisconsin Medicaid has on file for the recipient. This is where paper identification cards are mailed and may be the address of the nursing home.

How can the nursing home verify eligibility for recipients?

Nursing homes can verify eligibility even without the recipient's Forward card by using the Eligibility Verification System (EVS) for Wisconsin Medicaid recipients. Medicaid offers five eligibility verification methods, including:

- A card reader that may be purchased through a commercial eligibility verification vendor.
- Personal computer software that may be purchased through a commercial eligibility verification vendor.

- The Medicaid fiscal agent Automated Voice Response (AVR) system.
- Medicaid fiscal agent Provider Services.
- The Medicaid fiscal agent Direct Information Access Line with Updates for Providers (Dial-Up).

Please refer to the Wisconsin Medicaid web site at www.dhfs.state.wi.us/medicaid or the booklet sent in September, 1998 entitled "The new Recipient Identification Card and the Eligibility Verification System (EVS)" for more information about the new Forward card and EVS.

Should nursing homes send the Forward card with the recipient when he or she goes off-site for services?

To help prevent the Forward card from being lost or stolen, it is recommended that the actual card not be sent with the recipient when he or she is traveling to services outside of the nursing home. Nursing homes may work out procedures with off-site providers. Options include:

- Sending a photocopy of the Forward card to the provider. The photocopy gives the provider all the information he or she needs to verify the recipient's eligibility.
- Sending a photocopy of the printed eligibility response or screen print with the recipient to the appointment.
- Mailing the photocopy or screen print to the

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provider prior to the visit. A printed response is available if a nursing home contracts with a commercial eligibility verification vendor. Screen prints are available through the Dial-Up system. A provider could also print a screen from a response received through PC software provided by the vendors.

Will nursing homes continue to receive the monthly eligibility/authorization report?

Yes, nursing homes will continue to receive this report.

Can a nursing home employee order a replacement card?

Yes, if the card has been lost, stolen, or damaged, the nursing home can call Recipient Services at (800) 362-3002 to order a replacement card.

Currently, nursing homes have to provide the Bureau of Quality Assurance (BQA) with a copy of the paper ID card for them to determine the level of care. How will this process be handled once recipients have Forward cards?

New procedures have been developed in coordination with the BQA. The new procedures are addressed in Attachment 1 of this Update.

If authorized, request a replacement card from recipient services at (800) 362-3002, rather than from the certifying agency.

The Wisconsin Medicaid Update is the first source for provider information including Medicaid policy and billing information.

Wisconsin Medicaid is administered by the Division of Health Care Financing, Wisconsin Department of Health and Family Services, P.O. Box 309, Madison, WI 53701-0309.

For provider questions, call Provider Services at (800) 947-9627 or (608) 221-9883 or visit our web site at www.dhfs.state.wi.us/medicaid.

Attachment 1

Submitting Recipient Information to the Bureau of Quality Assurance

With the implementation of the new Forward card, nursing homes will no longer have a paper Medicaid card to photocopy and send with the Request for Title XIX Care Level Determination, DSL-2256 (Rev. 6-98) to the Bureau of Quality Assurance (BQA) for level of care changes. Nursing homes have several ways to furnish the BQA with the necessary recipient information. They are listed in the order of BQA preference:

1. If the nursing home contracts with an eligibility vendor and has a hard copy response from the recipient Eligibility Verification System, a copy of that response should be sent to the BQA.
2. A photocopy of a 3030 (patient liability) form, received from the certifying agency, may be sent along with the DSL-2256.
3. A photocopy of the actual Forward card showing the recipient's Medicaid ID number and name may be sent along with the DSL-2256.
4. Lastly, if none of the information mentioned above is available, just send the DSL-2256.

The BQA requires the following information:

- Recipient name.
- Medicaid ID number.
- Birthdate.
- Gender.

If any of the required information is incorrect or missing, or if the recipient is not Medicaid eligible for the DSL-2256 dates, processing will be delayed.

Questions regarding these new procedures may be directed to your regional BQA office.